

 <small>University of Arkansas for Medical Sciences</small>	UAMS NWA Special Populations										
	Weekly Report	Week Ending									
		3/20/2021	3/13/2021	3/6/2021	February 2021	January 2021	December 2020	November 2020	October 2020	September 2020	YTD
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	42	29	53	268	951	1363	844	484	234	5844
	# Indexes Complete	34	26	48	251	898	1233	758	428	203	5282
	% Indexed Complete	81.0%	89.7%	90.6%	93.7%	94.4%	90.5%	89.8%	88.4%	86.8%	90.4%
	# Indexes unreachable (Max Attempts)	8	3	3	17	52	129	86	56	31	559
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	19.0%	10.3%	5.7%	6.3%	5.5%	9.5%	10.2%	11.6%	13.2%	9.6%
	# Indexes Attempted calls (all completions + at least 1 attempt)	42	29	53	268	951	1363	843	484	234	5844
	Average time from Index Received to Index Reached	0.01:59.08	0.02:08.03	0.03:23.20	0.03:27.45	0.07:03.33	0.09:54.26	0.09:56.38	0.12:25.05	0.20:30.04	1.05:01.06
	Average Index Handle Time	0.00:15:50	0.00:17:45	0.00:19:11	0.00:21:10	0.00:21:16	0.00:27:47	0.00:29:04	0.03:08:01	0.08:02:28	0.00:32:03
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	81.0%	89.7%	90.6%	93.7%	94.3%	81.3%	81.5%	71.1%	59.8%	94.0%
Contacts	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	100.0%	98.5%	99.9%	98.2%	98.5%	96.5%	95.3%	99.6%
	# contacts generated	125	71	183	799	2385	3187	2030	1306	785	14474
	# contacts generated per Index Complete	3.7	2.7	3.8	3.2	2.7	5.1	2.7	3.1	3.9	2.7
	# contacts complete	119	71	179	781	2356	2839	1818	1050	543	13025
	% contacts complete	95.2%	100.0%	97.8%	97.7%	98.8%	89.1%	89.6%	80.4%	69.2%	90.0%
	# contacts unreachable (Max Attempts + missing phone numbers)	6	0	4	15	22	146	80	124	46	471
	% contacts unreachable (Max Attempts + missing phone numbers)	4.8%	0.0%	2.2%	1.9%	0.9%	4.6%	3.9%	9.5%	5.9%	3.3%
	# contact ATTEMPTED (all completions + at least 1 attempt)	125	71	183	797	2378	2798	1752	1132	601	13385
	Average Time from Contact Generated to Contact Reached	3.09:41:38	2.08:34:17	3.00:24:29	3.07:16:45	2.18:09:23	0.18:01:37	30.22:19:12	1.07:10:10	1.18:17:05	14.07:22:07
	Average Contact Handle Time	0.00:01:10	0.00:00:38	0.00:00:32	0.00:00:43	0.00:00:46	0.00:14:34	0.00:13:35	0.00:29:28	0.00:18:12	0.00:04:34
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	95.2%	100.0%	97.8%	97.7%	98.0%	89.7%	86.7%	76.7%	63.9%	97.4%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	100.0%	100.0%	100.0%	99.7%	98.9%	92.5%	90.6%	84.8%	71.2%	98.7%
	Average Time from receipt of initial case name to full completion of all related contacts	0.00:34:21	0.00:15:05	0.01:02:29	0.00:35:14	0.01:01:53	0.23:13:47	1.16:13:44	1.18:02:42	3.20:55:16	0.00:38:19